



County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

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Fifth District

June 28, 2004

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

CONTRACTOR PERFORMANCE MEASURES AND OUTCOMES

On August 12, 2003, on motion of Supervisor Knabe, your Board instructed this office, in consultation with all appropriate County departments and the Children's Planning Council, to report on developing a methodology for tracking outcomes of services delivered in all social service contracts. We provided your Board an initial status on September 17, 2003, and via a November 21, 2003 memorandum, we provided interim guidance to departments and advised your Board that the Auditor-Controller, under a related Board instruction, was conducting pilots with four social services departments (Children and Family Services, Community and Senior Services, Public Social Services, and Mental Health) to test the merits of centralizing the County's contract monitoring function. We further advised your Board that these pilots would also examine development of enhanced tools for holding contractors accountable for achieving specific program results.

On May 21, 2004, the Auditor-Controller reported to your Board the results of these pilots recommending that a Contract Monitoring Division be established in that office to centralize monitoring of social services contracts for all County departments. The pilots identified improved methods for development/monitoring of contractor performance requirements, and identified the potential for further enhancement in contract compliance and development/monitoring of program outcome measures for contractors through additional work with the departments consistent with establishment of the new unit.

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On June 21, 2004, during Final Deliberations on the 2004-05 County Budget, your Board, on motion of Supervisor Burke, approved in concept the establishment of this unit in the Auditor-Controller's office, pending submission of a final organization/staffing plan. The Board instruction states that the objective is to further the contract monitoring centralization effort with the pilot departments (with Probation added) and, in part, to train department staff and contractors on program outcome performance and measurement concepts for the programs included in the pilot project.

We believe that the objectives of the August 12, 2003 Board instruction will be fully addressed consistent with this effort. This Office will continue to work with the Auditor-Controller in this regard, especially as it relates to ensuring consistency between contractor outcome measures and *Performance Counts!* Further, Community-based organizations working with this Office's Service Integration Branch will also be given an opportunity to participate in the development of contractor performance standards and outcome measures for the programs included in the pilot project.

Please let me know if you have any questions or your staff can contact Martin Zimmerman of this office at 213.974.1326.

DEJ:MKZ:nl

c: Executive Officer, Board of Supervisors
 Auditor-Controller
 Executive Director, Children's Planning Council
 Each Member, New Directions Task Force